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## Instituto Nacional de Seguros Develops HIV/AIDS Labor-Sphere Guidelines

*“Social responsibility  
implies the commitment to  
show respect and to  
promote people’s rights.”*  
INS



A week before World AIDS Day, the INS bulletin included a note with information on some of the activities that would be held in the country to celebrate this date.



Another note was published on World AIDS Day in the INS internal bulletin, an electronic communication means used by institutional authorities to have an impact on employees.

The Instituto Nacional de Seguros (National Insurance Institute—INS in Spanish) in Costa Rica was established in 1924, and it is the public entity that sells and manages all types of insurance in the country. Its mission includes providing insurance services in an excellent, efficient, competitive, and cost-effective manner, with social responsibility, promoting casualty prevention, and meeting the demands of clients, users, and brokers, both in the local and the regional markets. The institution employs over 2100 people, who operate in their main and branch offices and sales outlets in the whole country. As part of its institutional policy, the INS promotes the professional development of its employees in an environment that is free of discrimination and harassment, with equal opportunities, personal acknowledgement, promotion, development, compensation, and protection for fundamental human rights, according to current laws.

In addition, INS has a specific Corporate Social Responsibility program based on five important issues: health, prevention, volunteerism, environment, and community. It also sponsors citizen-participation projects, such as the Occupational Health Week and various Exhibitions/ Fairs. The INS covers several social-service and cultural entities such as the Firefighters Corps, the Jade Museum, the Trauma Hospital, and several health clinics.

In March 2014, after a process accompanied by USAID|PASCA LMG through the Business Association for Development (AED in Spanish), the company developed its policy with “Institutional Guidelines to Manage HIV-AIDS Cases”, included in the “Corporate Social Responsibility Policy of the INS Financial Group”. It is based on International Labor Organization norms and set within the national legal framework provided by the Political Constitution, the Labor Code, and the Guideline to Prevent and Address HIV, issued by the Ministry of Labor’s Occupational Health Council.

The technical accompaniment provided by USAID|PASCA LMG enabled several work sessions with representatives from the INS Human Resources Department. Supported by the Policy Builder

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tool, they developed the guidelines and shared them with all the entity's employees through internal communication means.

As part of HIV Policy implementation, in November and December 2014, various activities were undertaken to celebrate World AIDS Day. For example, at the end of November a note titled "Protection Must Be Our First Option" was published in the INS Bulletin. Furthermore, employers were encouraged to participate in an "AIDS World Day March". Another article, "World AIDS Day", was published on December 1 in the INS Bulletin, which called for all staff to be aware of the importance of prevention and to keep an open mind so as to not discriminate people with the disease. Additionally, the institutional webpage displayed a red ribbon in Decembers, to commemorate World AIDS Day, promoting the policy that has been shared with all employees.